



General Assembly

Substitute Bill No. 6683

January Session, 2001

***AN ACT CONCERNING RIGHTS OF CONSUMERS IN
TELECOMMUNICATIONS TRANSACTIONS.***

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Section 16-256j of the general statutes is repealed and the
2 following is substituted in lieu thereof:

3 All bills for telecommunications services, whether issued by a
4 telecommunications company, including, but not limited to, a certified
5 telecommunications provider or by a billing service, shall (1) contain
6 the name of each carrier providing service as well as a toll-free number
7 for customer complaints for each such carrier printed clearly and
8 conspicuously on the portion of the bill relating to each carrier; (2)
9 clearly disclose the amount that must be paid to avoid disconnection of
10 basic, local service and the specific services for which failure to pay
11 may result in the disconnection of basic, local service; (3) clearly
12 disclose whether the removal or change in a service will result in the
13 loss of a discount or other change in the rate charge for any other
14 service subscribed to or used by the customer; (4) for any promotional
15 offering filed with the Department of Public Utility Control on or after
16 October 1, 2001, pursuant to subsection (e) of section 16-247f, clearly
17 disclose that the offering is a promotion and will be in effect for a
18 limited period of time; and (5) only label a charge as a tax if such tax is
19 directly assessed by the taxing entity on the customer through the
20 telecommunications company, which tax shall appear as a separate

21 charge on such bill.

22 Sec. 2. (NEW) The Department of Public Utility Control shall initiate
23 a contested proceeding pursuant to chapter 54 of the general statutes
24 to investigate whether and under what circumstances a
25 telecommunications company that is subject to the jurisdiction of the
26 department, shall be required to provide advance notice to customers
27 of telecommunications services of any change in the services
28 purchased by a customer or to which a customer subscribes that
29 results in an increase in such customer's overall monthly bill.

ET JOINT FAVORABLE SUBST.